

Operational	Sub-Category	Operator	Comment Source	Comment	Operator Comments (HTA and AMRTS)
Unmet Need	Span	WCT	Joanne	Service from Arcata to Blue Lake on weekends	Working with Blue Lake and the Rancheria for M-F service, not weekend
Unmet Need	Span	ETS	phone call July 3	Expand weekday Ets span of service from 7pm to 9pm to help workers get home	Low ridership
Unmet Need	Coverage	ETS/RTS	phone call July 3	Expand area of service to include Ridgewood, Westgate, Lundbar Hills + golf course, and possibly Mitchell Heights	Low ridership
Unmet Need	Span	ETS	phone call July 3	Expand ETS Saturday service and add another 3rd route like for Cutten connecting	Low ridership
Unmet Need	Span	ETS	phone call July 3	Some service on ETS for Sunday, doesn't have to be full service.	Unmet need
Unmet Need	Coverage	RTS	phone call July 26	More infrastructure / more stops to King Salmon and Humboldt Hill. College student dependent on bus. Requested stop at 9 or 10 at night. Makes it difficult to obtain a job to get home during evening hours. Will minimize walking on highway.	Later service is being planned
Unmet Need	Schedule	RTS	phone call Aug 9	1st Northbound bus on RTS does not arrive to McKinleyville High School until 8:37am, but work starts at 8:30am. Please adjust schedule.	Earlier service is being planned
Unmet Need	Coverage	WCT	phone call 10/12	Stop at Murphy's Market at Glendale - missing service from stop of BLRTS. 7 and 8 am, and one in afternoon, 4 and 5 pm.	Working with County, Blue Lake, and Rancheria on service.
Unmet Need	Span	RTS	phone call 10/12	Sunday service on RTS	Unmet need
Unmet Need	Coverage	WCT	Blue Lake hearing	Bus from Blue Lake to Murphy's Market for work	Working with County, Blue Lake, and Rancheria on service.
Unmet Need	Coverage	County	County hearing	When airlines are grounded due to weather, need transit red-eye overnight service to SFO.	RCX to start on January 16
Unmet Need	Coverage	County	County hearing	Commenter noted support for on-demand microtransit to Cutten area, and also to Petrolia.	Low ridership
Unmet Need	Coverage	ETS	Eureka hearing	Better service to Myrtle town	Low ridership
Unmet Need	Span	RTS	HTA hearing	Add Sunday Service on RTS and ETS (Noted by 3 commenters)	Unmet need
Unmet Need	Frequency	RTS	HTA hearing	More frequent service Monday-Saturday.	Unmet need
Unmet Need	Span	RTS	HTA hearing	Late night service Monday through Saturday for service workers who get off later.	working on M-F, not weekend
Unmet Need	Coverage	WCT	HTA hearing	Service to Glendale/Murphy's Market now that Blue Lake Transit is not operating	Working with County, Blue Lake, and Rancheria on service.
Unmet Need	Span	RTS	HTA hearing	Earlier weekday service for RTS & ETS, bring back pre-covid schedule	In process
Unmet Need	Frequency	RTS	Rio Dell hearing	Increased frequency to every half hour for commuter route from Scotia/Rio Dell to Eureka in time for work, including easier connection to Myrtle town area.	Unmet need
Unmet Need	Coverage	County	HTA Board	Seasonal shuttle service to Ferndale/Loleta area for holiday shopping	
Unmet Need	Coverage	County/Arcata	Online survey	Service at Bayside Corners (Jacoby Creek Road); suggest once a week with consistent pick-up / drop-off time to get people in habit of using bus. Mid-day and midweek service could be used by seniors and younger people to shop, visit friends, and go to doctor's offices. Reminder that the social aspects of behavioral change are almost as influential as the actual/physical bus service	Vetting satellite bus stops for microtransit - AMRTS responsibility. The microtransit should complement a fixed route.
Unmet Need	Span	All	Online survey	I would like to take the bus to events and public meetings in the evenings, but they usually end after the last bus. Later evening and weekend service would help a lot	In process and weekend service unmet need
Unmet Need	Frequency	WCT	Online survey	More runs to Willow Creek for work commute	Low ridership
Unmet Need	Span	RTS	Online survey	Earlier line from Arcata to Eureka - once a week I work at 7am in Eureka near a bus stop	In process
Unmet Need	Span	All	Online survey	Later evenings and Sunday	Unmet need
Unmet Need	Frequency	All	Online survey	Need buses more often in the morning AND afternoon	In process
Unmet Need	Span	ETS/RTS	Online survey	Regarding Hours of Operation: RTS and ETS end far too early in the evening to be fully accessible to many working people and students. Later hours of operation, mean for me personally, having more time on campus to study in the library or attend classes, and potential greater employment opportunities.	In process
Unmet Need	Frequency	ETS	Online survey	Frequency: If ETS ran a few express lines (i.e. Henderson Center to 3rd and H, via H and I streets, a line that connects Myrtle to H and 3rd) ridership would increase.	Unmet need
Unmet Need	Bus Stops	ETS/RTS	Online survey	Regarding Bus Stops: The lack of weather barriers and seating at many ETS and RTS stops is unfortunate.	grafitti proof shelters
Unmet Need	Span	ETS/RTS	Online survey	Later service on RTS and ETS lines would increase myridership.	In process
Unmet Need	Span	ETS/RTS	Online survey	Later service between CR, Eureka, and Arcata and Later ETS service (8/9PM) would increase my mobility in the community.	In process

Unmet Need	Span	AMRTS	Online survey	Please have a line that is earlier on the weekdays for Sunnybrae. I thought the Green Route was going there but turns out the schedule is wrong. Making it to work at 8am in eureka makes it impossible with just the Red Route running in Sunnybrae on the weekdays. It would really help to have a bus that comes to sunnybrae before 7:30 to get to work by 8am or the weekdays.	
Unmet Need	Coverage	County / Ferndale	Online survey	A bus to old town Ferndale would be nice even if it is just during the summer during the fair happens. Samoa is also very hard to get to as there is only bus that goes every 2 hours there.	
Unmet Need	Span	All	Online survey	Please make buses later again. They used to go until 10pm. Now they stop at 8pm. Sometimes I get stranded because I have to work late often.	In process
Unmet Need	Span	WCT	Online survey	Current routes do not allow me to get from McKinleyville to Willow Creek by 8am, and the 5ish bus from WC leaves too soon for me to access after getting off work at 5. The north bound connection from Valley West is a bit of a wait, which I could live with if Valley West were better policed. I feel very unsafe at that bus stop.	Low ridership - can ride on deadhead if they contact
Unmet Need	Span	WCT	Online survey	Valley West to Willow Creek in time for 8 to 5 work schedule Mon-Sat	Low ridership
Unmet Need	Coverage	All	Online survey	Home from ER, Blue Lake, Indianola, Sunday airport. The places I can live are limited by bus lines	DAR cost per passenger \$44. ETS cost per passenger \$11
Unmet Need	Frequency	RTS	Online survey	Eureka to Arcata for weekend events, county transit	Unmet need
Unmet Need	Frequency	All	Online survey	The infrequency of pick ups is terribly inconvenient. If you miss the bus you likely have to wait an hour to catch the next one. Every 30 minutes would be so much better. Every 15 minute pick up would be ideal.	30 minutes between CR and CalPoly
Unmet Need	Span	RTS	Online survey	Arcata to McKinleyville before 8am on RTA. I live in Arcata and work in McKinleyville. I would love to ride the bus, but I start work at 8 and the first drop off in McKinleyville isn't until 8:30.	
Unmet Need	Span	RTS	Online survey	Commuter service Monday through Friday 7am - 8am from Arcata to McKinleyville	In process
Unmet Need	Coverage	Blue Lake	Online survey	Requesting more direct connection from Blue Lake to Redwood Coast Airport, and more frequent service Blue Lake to Arcata	Low ridership
Unmet Need	Span	All	Online survey	More frequent service 8am - noon, including Sundays	
Operational	Coverage	HTA	Joyce Lewis, 224-234-3446,	Shuttle service from Samoa as Samoa Transit terminated June 30th. Need connection to main route, no bus stops near there and needs access to services. Walking dangerous.	Micro transit service has filled this gap.
Operational	Span	HTA	Anonymous	RTS going North to Scotia should stop at 4th and K after 5PM so office workers can board.	Scotia is south. We stop at 4th & K at 5:22 pm
Operational	Bus stops	RTS	phone call 10/12	Electronic boards should show time, next stop and bus schedule	Updating GTFS, talking to manufacturer
Operational	Bus stops	RTS	phone call 10/12	Bus stops they replaced do not stop wind or rain. No protection with just a roof. Valley West one is not good, Valley East is better.	City of Arcata Shelter
Operational	DAR	DAR	LoCo comment	Back when HCAR had the Dial a Ride contract, he was able to/from ride from Eureka to Jacoby Creek Road to visit his mom. But the current contract holder will not take him there and back.	Supplemental Service (HCAOG Boundaries)
Operational	Frequency	WCT	Constituent email to Mike V	the midafternoon run from willow creek to arcata has been eliminated which leaves me without bus option for weekly job commute.	Low ridership
Operational	Route	ETS	Email to HTA	Route redesign suggestion for ETS	Unmet need
Operational	Fare	ETS	Email to HTA	Fare simplification proposal for ETS	In process
Operational	Amtrak	HTA	Email to HTA	Amtrak from Eureka through Garberville to Cloverdale and beyond. Amtrak sold out in December.	RCX to start on January 16
Operational	Safety	AMRTS/HTA	Arcata Hearing	Safety at bus stops after dark	Lighting? Which stops? Eureka has solar shelter lights 4th & 5/Broadway
Operational	Microtransit	HTA	Arcata Hearing	The Ride Humboldt micro transit app is hard to use for people without smart phones	People can call and get assistance
Operational	DAR	DAR	Eureka hearing	DAR is oversaturated by people who need it and it is already difficult to get on schedule. Ensure that the microtransit does not impact DAR service wait times.	DAR is book 24 hour in advance for priority. Microtransit is book same day after DAR schedule is set
Operational	DAR	DAR	Eureka hearing	DAR expense is high. Costs \$18 going across two zones which is onerous for people	2 zones costs \$6 per person
Operational	Cleanliness	RTS	McKinleyville hearing	Cleanliness of bus stops, in particular outside MCK Shopping Center where trash cans were removed	HTA sends maintenance personnel 3 days/week
Operational	Bikes	All	Online survey	More secure bike parking options near stops	No funding
Operational	Bus stops	AMRTS/RTS	Online survey	Arcata Transit Center needs staffing or a different location- loitering is offputting.	City of Arcata
Operational	Fares	All	Online survey	Develop a clipper card similar to the Bay Area	Credit card pass
Operational	DAR	DAR	Online survey	Paratransit. I often can't get rides. Especially on Fridays. They often take me an hour or so early and must wait sometimes over an hour to be picked up. I have tried to get a ride but sometimes they can only get me one way, not round trip. You cannot schedule based on when you need to be somewhere, only when you need to be picked up. They cannot get me to work on time by 8am, they need earlier pickups or more busses in the morning. This all needs to be addressed.	Call HTA ADA Coordinator for assistance and to submit a complaint
Operational	Schedule	AMRTS/RTS	Online survey	Better coordination between AMRTS and RTS southbound schedules. They either are too close in time to each other or half an hour apart.	

